

*Australian Refugee Volunteers
Incorporated*

Annual Report

2017-2018



ARV

*Improving the lives of children from asylum seeker and
refugee backgrounds in Australia*

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About ARV

Our Mission and Purpose

Australian Refugee Volunteers Inc (ARV) exists to improve the quality of life for children and families from asylum seeker and refugee backgrounds who are now living in the Australian community. Having fled from their homelands due to tragedies such as political upheaval, persecution or war, refugees and asylum seekers often suffer great personal loss and trauma. ARV provides recreational and developmental programs, including workshops, sport days, social outings and holiday camps, aimed at assisting our clients through relieving stress, providing fun and social opportunities, supporting child development and family harmony, and facilitating social integration into the Australian community. To date ARV has assisted 358 clients.

ARV focuses on programs that add development capacities and joy back to the lives of these children and assisting with their integration into the community. We assist our clients through the development of self-confidence, English, and social and leadership skills, aiming to develop their personal and cultural identity. ARV is an entirely volunteer-run, not-for-profit organisation based in Sydney, which is neither religiously nor politically affiliated.

ARV's programs provide essential recreational and developmental opportunities for the children, helping ease loneliness and isolation and improve physical and mental health. ARV strives to increase the number of smiles on the faces of children and adults by promoting fun, laughter and relaxation. We are committed to empowering individuals and families and building more cohesive, tolerant communities.

ARV believes in working with everyone to achieve what we can to improve the situations and lives of our clients. ARV does not do any advocacy work and is not interested in being antagonistic to anyone, including other organisations or the Government. ARV's sole aim is to improve the lives of the kids and families we work with and providing our volunteers with a safe, fun and passionate environment to make a difference in!

Our History

ARV was established in 2002 to work with children inside Villawood Immigration Detention Centre (IDC) and their families. Up until July 2005, ARV ran programs inside and outside the centre, including art, sport, drama, movie nights, English language courses, excursions, family days, youth buddy programs and camps. The programs at Villawood expanded to a point where they were running 6 days a week. In addition, excursion and camp programs were also running in Baxter IDC and the Port Augusta Housing Project in South Australia.

In July 2005 the families were released from custodial detention, and placed in community detention. Following this change, the organisation and its programs were restructured to cater for the released families, and the new challenges of living in the community. ARV currently runs six separate recreation and development programs for children living in the community.

Structure and Management

Australian Refugee Volunteers Inc is an Incorporated Association (Public Benevolent Institution) registered with NSW Fair Trading and with the Australian Charities and Not-for-profits Commission (ACNC).

ARV is overseen by an Executive Committee, which includes two co-Presidents, two co-Vice Presidents, Treasurer, Secretary and up to three ordinary Committee members. ARV currently runs six programs, each of which is managed as a distinct project, with independent management and administration structures. There are Event, Volunteer and Client Managers for each of these projects, as well as two overall Program Coordinators, who report to the Committee. The programs are closely monitored by the Committee through regular meetings, collection of statistics and reporting processes. Recruitment and Training, Client Management, Media, Grants and fundraising, and Treasury are centrally managed for the whole organisation.



Committee members of Australian Refugee Volunteers

The Committee members for the ARV at any time since the end of the preceding financial year are:

Presidents: Sam Murphy (July 2017-current) and Kieran Brown (July 2017-December 2017)

Vice Presidents: Jamie Lee (July 2017- current) and Terrina Fernando (July 2017-current)

Secretary: Erin Morrison (July 2017- current)

Treasurer: Asif Zaman (July 2017- June 2018)

Ordinary Committee

Members: Christine Ma (July 2017- current) and Nandita Kataria (July 2017-December 2017)



Management of Australian Refugee Volunteers

The management of ARV programs and operations teams at any time since the end of the preceding financial year comprised:

Kids Program

Program Coordinator: Nina Lay and Jessica Inman-Hislop

Event Manager: Kevin Chu and Caitlin Tao

Client Manager: Kylie Zhang

Volunteer Manager: Elizabeth Starks and Hoi-Yan Wong

Youth Program

Program Coordinator: Alexa Roddy, Molly McCulloch, Isslah Trad and Peter Huynh
Event Manager: Amy Baumann, Jessie Boland and Alexa Roddy
Client Manager: Alex Vaughan
Volunteer Manager: Batool Aljfri

Teens Program

Program Coordinator: Aleksa Vulovic and Elisa Rossimel
Event Manager: Renee Griffin, Neriman Coskun and Annie King
Client Manager: Alessandra Martines and John Dooley
Volunteer Manager: Nada Cheikh-Ali

Charity Program

Program Coordinator: Anshul Thapar and Maha Khaled
Event Manager: Anshul Thapar, Christine Ma
Client Manager: Adie Chang and Michael Ta
Volunteer Manager: Grant Quine and Pia Trickett

Graduation Program

Program Coordinator: Jenny Tang and Jessie Shu

Recruitment and Training Managers: Trisia Wiecek, Elizabeth Dao and Isabelle D'Aran

Client Managers: Ashling Isik

Grants Managers: Georgia Kirkham and Joanna Psaros

Media team: Shirley Wong

All committee members and management are volunteers, but bring along a variety of expertise and degrees including in Development Studies, International Studies, Teaching/Education, Community Work, Policy, Commerce, Communication, Law, Psychology, and Health.

Principal Activities

The principal activities of the Association during the course of the financial year were centred on providing social services to those children and families from asylum seeker backgrounds who need support integrating into the Australian community. There were no other significant changes in the nature of the activities of the Association during the year.

President's Report

ARV has had another successful year that has seen changes and improvements in both programs and management. There were no new programs launched this year which allowed the committee to focus on other areas of growth and improvement.

The 2017-2018 year saw far fewer changes to the committee than in the previous financial year which is a very positive sign for the stability and longevity of the organisation, however the departure of long-time co-President Kieran Brown was a notable exception to that.

We have also taken various steps to continue volunteer development through the facilitation of workshops by STARTTS, the NSW Service for the Treatment And Rehabilitation of Torture and Trauma Survivors as well as an in-house Self-Care workshop run by Training Team member Paul Mavromatis which will be held in the second half of this year.

We have continued work on building a new administration website and database to replace ARV's original administration site that has been in use for over a decade without much change and is well overdue for replacement. We are looking to begin testing the new site later this year, with a view to launching it for the 2019 calendar year. The work for this has been generously donated by Daniel Gormly and Giselle Stidston.

The other significant change has been the move from Westpac Bank to the Commonwealth Bank of Australia for all our banking needs. CBA were able to provide a more integrated service to allow the use of bank issued debit card for all program teams, a great improvement from the use in the past of various pre-paid reloadable debits cards. This move began in May of 2018 with the opening of accounts and the issuing of debit cards to all teams. The final transfer of account balances from Westpac to CBA will take place early in the new financial year once we are confident that everything is in place for that.



As always, our biggest asset is our members, whether they are on the committee, management and operations teams, or general volunteers. We have seen a steady stream of new recruits joining each month, some of who have gone on to take on management roles after only a short time. This is a testament to the training provided by our training team, as well as the experience new volunteers have at programs. The dedication of the volunteers coordinating our programs, and their ability to maintain the engagement of our wider volunteer body, has unquestionably contributed to ARV's growth this year.

Sam Murphy

President

Vice-Presidents' Report

Socials and Training

A major part of the Vice President role is to ensure the satisfaction of our volunteers and one of our goals has been to increase opportunities for our volunteers to up skill and socialise. Over the past year, we have offered volunteers a regular calendar of social and training events. Our social gatherings are for volunteers only and are opportunities for them to connect with one another outside of program days. This year, we increased the frequency of our social events to allow volunteers greater opportunities to connect.

In addition to our popular workshops such as 'Working with children from refugee and asylum seeker backgrounds' by STARTTS, we have also introduced new workshops based on feedback from volunteers. These include a course by Creating Chances on youth engagement and a workshop on the importance of self-care facilitated by our own Paul Mavromatis. Workshops are open to all volunteers across the organisation. Overall, volunteer attendance and feedback has been very positive.



Community Liaison

Our December Holiday program was a very successful celebration and received considerable support from organisations such as Costco and Hare Krishna Food for Life Group donating generously to our event. Once again, our Present Drive was filled entirely by the generous donations from the community, allowing us to give each client a present to take home for the end of the year. We would like to thank our volunteers and the wider community for their generous contributions.

Policy and Procedures

Reviewing, maintaining and developing our policies and procedures is a key function of the Vice President role. Our focus for the year has been to review and develop our child safety policies and procedures in line with new standards. Additionally, we have continued our regular review of all policies annually.

We would like to thank everyone involved for their continued support and dedication to ARV and our clients.

Terrina Fernando and Jamie Lee

Co-Vice Presidents

Kids Program Report

Another year has flashed by in what seems like a second! This past year has been marked by so many new and exciting adventures for clients and volunteers alike. From physical to creative to educational activities, the clients and volunteers shared some valuable learning experiences and grew in their appreciation for the seemingly infinite array of sights and events that Sydney has to offer.

Last year, our young clients developed mindfulness and a sense of connectedness in a Young Yogis yoga workshop. This carried over into the Halloween-themed carnival activities that followed. Although clients vied for first place in Pumpkin Bowling, Pin the Boo on the Ghost, and Witches' Broom Limbo, everyone encouraged each other to try their best, and learned the importance of being gracious winners (and non-winners).

Any remaining rivalries cooled very quickly during our program at the Liverpool Catholic Club Ice Skating Rink, as clients and volunteers realised that the best way to get around was by helping each other. It is always so delighting to see how eager our clients are to assist anyone struggling to face their fear of letting go of the side of the rink.

Creative expression is an important part of ARV Programs, particularly the Kids Programs, as it allows clients to explore and communicate their ideas and personalities in ways that may currently be beyond their verbal grasp. An outdoor drama/movement workshop by BC Music, Christmas crafting such as bauble making, and a clay pot-making workshop were among the many artistic activities our clients engaged in throughout the last twelve months.



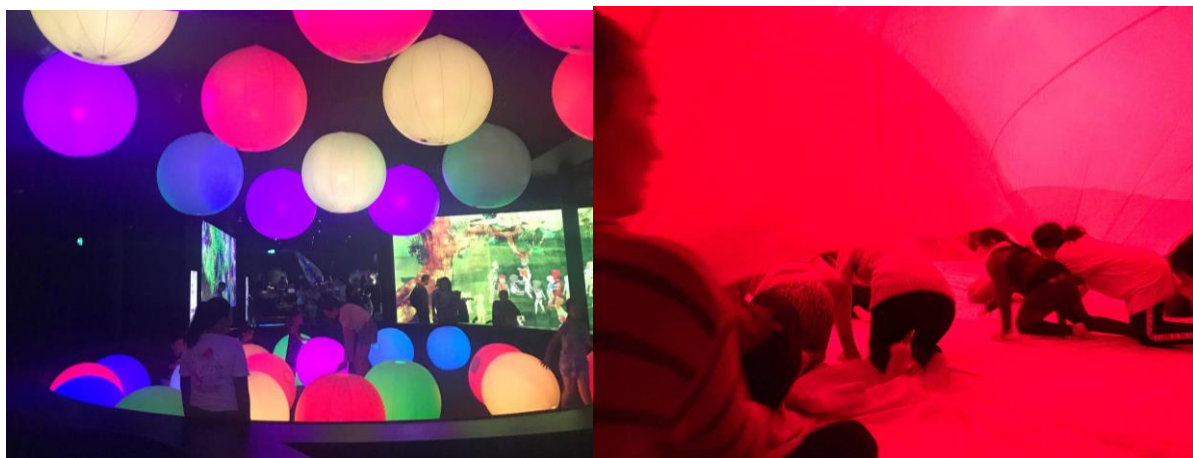
The clients were never sitting down for too long, though, as we made sure to balance things out with swimming at Sydney Olympic Aquatic Centre, trampolining at Sky High Trampoline Park, rooftop Basketball at Ultimo Community Centre, and tennis at Sydney University Sports and Aquatic Centre.

Engagement with the natural environment has significant benefits for general wellbeing, and we wanted our clients to experience this firsthand. In February, our clients and volunteers set off together to hunt for plants and wildlife and gain an appreciation of the natural landscape as part of Nature Bingo at Blaxland Riverside Park. In June, our clients learned about the importance of soil health and bees as they toured the grounds of Pocket City Farms in Darlinghurst, picking and snacking on organic berries along the way.



This year, we also placed an emphasis on participating in community life and getting involved in the amazing educational opportunities available for kids in Sydney. Our clients and volunteers had incredible experiences at the interactive *Learn & Play! Team Lab Future Park Exhibition* at the Powerhouse Museum and *Way Out Festival* at the Casula Powerhouse Art Centre. Among many other things, they created drawings that turned into 3D animations, assisted with performance artworks, and learned about the awesome scientific properties of bubbles. We have developed an ongoing partnership with Casula

Powerhouse Arts Centre, and will be sure to engage in many of their educational workshops in the future.



In each of our programs over the last twelve months, we have strived to promote our clients' creative expression and sporting abilities, provide them with educational opportunities, and foster a sense of belonging to their Kids Program 'community'. We are looking forward to welcoming some new administration team members to our wonderful ARV family this year, and hope that the next twelve months is filled with as much fun and laughter as the last twelve.

Jessica Inman-Hislop

Kids Program Coordinator

Youth Program Report

The Youth program was started in 2017 to serve the needs of our clients, aged 10-14. Since then, our program has continued to grow in size and provide age-appropriate developmental programs for our clients.

This year, we welcomed five additional clients into our program; two who were new to ARV and three from the Kids program. These changes have created an interesting dynamic shift within the group. After some of our older clients joined the Teens program, a few younger clients naturally stepped up as leaders. For example, when a new client was struggling, one of our long-time Youth clients stayed with him all day and even brought him lunch when he was upset. We have since introduced a "Buddy of the Month" award. At the end of each program, volunteers nominate kids who they think did something exemplary; that child is then acknowledged in front of the whole group, and gets to choose a small reward. Kids have won for example by taking initiative to clean up after lunch or being a great friend. Our clients have become increasingly social both amongst each other and with the volunteers. They continue to find areas of common interest and, after getting to know each other, have become excellent friends. In activities such as bingo, Wild West games and fort wars, the clients worked together to achieve a common goal.

Over 75% of our volunteers regularly attend programs and all of our volunteers actively participate in every program. Some of our programs involve going outside of our comfort zones, and it has been wonderful to see our clients step in and offer encouragement to help their volunteer buddy if they are unsure about a certain activity. For example, when we went ice-skating, we expected that our volunteers would help the clients who had not tried ice-skating before, but we also saw our clients helping volunteers who found ice skating to be more challenging than expected.

Some of our most popular programs this year have been tie dying T-shirts, cooking, and a coding workshop. Our clients love trying new things and working with their hands. They also love being active; we have also run programs like bubble soccer, bush walks, boxing, and ice-skating. The kids were extremely impressive and had a great deal of fun exhibiting their physical abilities. Our clients are constantly coming up with new insights into the activities and it has been a pleasure to watch them approach the activities in their own way.

Over the last year, our clients have proven that they are ready for more responsibility and challenges. For that reason, we have incorporated more educational and developmental programs into our monthly excursions. For instance, in February, we went to Featherdale Wildlife Park, which specialises in Australian animals. Our clients were each given a scavenger hunt with quiz questions about the animals, so that they learned about the animals while they enjoyed exploring the park.



Our clients have shown such tremendous growth over the last year; they have been incredibly enthusiastic about our programs that include personal development. For instance, we ran an “Environmental Education” workshop in August where the kids learned about the ‘Three R’s for a Happier Earth’. After the workshop, we organised a rubbish clean up competition. We were pleasantly surprised to find that the kids loved the idea of helping out and were incredibly engaged in this activity. We always try to give our clients an input into future programs and, recently, one client asked if we could organise a program where they could

give back to the community. All of our other clients enthusiastically agreed. We were so impressed that they came up with this idea on their own, and will be designing a program where they can contribute to their community in the coming months.

The youth program has had a very progressive and exciting year. The success of our programs, the growth we’ve seen in our clients, and the enthusiasm that our volunteers bring to the program leaves us looking forward to another exciting year.

Alexa Roddy and Isslah Trad

Youth Program Coordinators

Teens Program Report

2017 - 2018 has been another highly successful year for the Teens ARV Program and one which has seen a lot of positive changes, both in terms of broadening horizons by exploring new venues and activities, seeing long-term clients move on to the Charity Program and other adventures, and welcoming new faces.

As well as revisiting a few favourites (the beach, canoeing, horse riding and trampolining), we added some new experiences into the mix such as parkour and go-karting, which the Teens had been telling us for a long time was something they were interested in, and popularly went down as the “best program day ever”, with everyone enjoying some friendly rivalry over their hot lap! We listened to the Teens’ feedback on program days during the course of the year to alter the set up and change the running order to put the headline activity in the morning, and then quieter discussion-style activities in the afternoon while everyone recovers from their lunch coma!

As well as stretching them with different activities which push the Teens out of their comfort zones, we also try to ensure that we are helping them develop some of the personal attributes which will help them in their lives beyond ARV to navigate the changing social pressures they find themselves under as normal teenagers. In 2017-2018 these ranged from personal safety skills such as learning surf safety while enjoying a relaxing day on the beach in summer, to a talk on understanding the importance of taking driving seriously, taught by an elite para athlete, many of whose team-mates had found themselves disabled due to bad decisions they took on the road. We even had a day being taught coding at technology consultancy Thoughtworks, giving the Teens some insight into technology careers at the crucial point where they are making decisions on which subjects to study.



We had some considerable changes amongst the Teens, with some who had been with us for many years moving on, which meant that for the latter half of the year we were a much smaller group, which had both its benefits and disadvantages. Five long-term clients departed for interstate and overseas moves, while others moved on to the Charity Program. Some, who always demonstrated exceptional maturity throughout their time in the Teens Program were always going to be ready for this step, whereas others took some time to get there. It's their triumph that they have matured and developed throughout their time with us to a point where we are confident in them as external ambassadors of ARV, serving their communities. We will miss them (and their occasional naughtiness) terribly!

We welcomed one new client over the course of the year, who joined us less than three weeks after landing in Australia. We're delighted with how well he is settling in, the leaps in his English speaking ability month on month, and how his understanding of Australian culture and etiquette is progressing. It's also been wonderful to see, after being a very established group with few new clients for a long time, how welcoming the Teens have been with him, including him in all their conversations and activities, and translating for him where needed. We also welcomed two recently-turned 13 year olds from the Youth Program. They're already showing up some of our older Teens with their enthusiasm to participate in activities and engage in discussion.

We're looking forward to another great year in 2018-2019, filled with different excitements and challenges. Two of our long-standing clients will be turning 18 and leaving school and we'll be looking at how to support them in whatever they choose to do next. We also hope to grow our numbers again and welcome more clients up from the Youth Program, and new arrivals to Australia - while having a small, intimate group has taught us a lot this last year, we're keen to share the friendship, community, fun, excitement and challenge of the Teens Program with as many young people as can benefit.

Alessandra Martinec

Teens Client Manager

Charity Program Report

The Charity program has consistently had a positive contribution both to the lives of the kids and volunteers and the 2017-18 financial year was no different! We've seen continued growth in new client numbers and interest for the Charity program. This has been achieved both through allocating new clients based on an appropriate fit with the program as well as rewarding those teens that have displayed a heightened level of maturity in other programs.

Whilst there has been a rise in new clients, there has also been an increase in the number of clients who are approaching adulthood. To smoothly and successfully transition these beloved clients who have been with the program for several years, we have been working alongside the Graduation Program to ensure that they receive all the right tools and skills for the next stages of life. This integration of both the Charity and Graduation program has been designed so that graduating clients still have a chance to continue interacting with the current Charity program attendees.



The Charity program continues to remain focused on providing a safe, fun environment for kids who are looking to give back to the community. As always, we look to ensure a strong focus on a program that involves mentoring as well as community engagement. We achieve this via a mixture of charitable organisations and new relationships were formed with some fantastic new charities, whilst we also further solidified the great working relationship we have with some existing charities from years past.

In particular, it was great to partner with Amnesty International once again. The passion of the kids and volunteers regarding various human rights issues always sparks some lively conversations and it's great to see the teens starting to view the world in a broader context. We also visited Greening Australia again and as always had a great time. Aside from being a great physical activity (everyone always has dirty hands at the end of a

Greening Australia session!) the clients have really started to develop a deeper understanding of how we have an impact on the natural environment around us. It was evident through the Q & A sessions and volunteer debriefs that information from previous visits is sinking in!



We have also has some great experiences with charities completely new to the program. It's been refreshing and inspiring to see some of the great work that happens in the community that often goes unnoticed. Maggie's Rescue, for example, carries out some amazing work with abandoned and unwanted dogs and it was a pleasure to be involved in their annual fundraiser (The 'Muddy Paws' event). The team assisted on the day with any logistical task imaginable to make the running of the day a smooth as possible - everything from marshalling participants to face painting!! Of course, hanging out with hundreds of cute dogs made this task a little more rewarding.

Another key charitable organisation was the Department of Industries; subsection Fisheries who volunteer to teach children about fishing safety and conservation. Not only did they enrich any preconceived notions about conservational issues, but gave the clients a chance to practice with their new free-of-charge fishing rods. Its always fun to work with organisations we have existing relationships with but its more valuable to work alongside new organisations, as it illuminates to volunteers and clients that there a hundreds if not thousands of ways to give a back to the community.

The Charity team also connected with a rather unique organisation that distributes post cards to sick children. We were provided with details of what the sick children are interested in and the kids very much embraced the concept, treating the written message with the respect and integrity. It's in these types of activities where the maturity of the group is on display – the messages were genuinely hopeful and heartfelt. That same maturity is demonstrated whenever ARV engages with aged care services. As seen in prior years, it is always fantastic to see the respect and enthusiasm shown when speaking with the elderly members of our community.

Whilst the charity component of the day is a large part of the program, we also place a high importance on the fun activity. This is often a chance for volunteers and kids to bond and goes a long way towards creating the environment we strive for. Again, this year involved a mix of activities that everyone has enjoyed in previous years as well as a number of exciting new adventures!

A day at the beach is always a hit with the kids. Not only is this a rare chance to get to the beach but it is also a great opportunity to reinforce some of the swim safe knowledge. More often than not, the hardest part of the day is trying to get everyone back out of the water! We also revisited the ice-skating rink and the ten-pin bowling alley – both tend to yield hilarious results from kids and volunteers alike. Whether it's working together to ensure the bowling ball goes roughly in the direction it's supposed to or guiding a terrified adult around the edge of the skating rink, we find that these activities encourage strong interaction between client and buddy and help with building trust and teamwork skills.



To keep it interesting we also introduced some new fun stuff! Given a lot of the clients are either just starting to drive (or are REALLY wanting to!) go-karting was a very well received choice of activity. Lot's of fun was had by all – although some questionable driving techniques were on display! The team also arranged a healthy dose of physical exercise

with a Laser Tag session and bike riding adventure added into the mix. Both of these activities have been long-term suggestions from the kids and it was great to be able to make it happen.

We are very proud of the year that the Charity Administration Team has been able to deliver. Whilst we have ensured that the traditional objectives of the program have been achieved – positive, safe environment, focus on mentorship, strong community engagement, giving back via raising awareness of charities or contributing directly to charities – we have also looked at our clients in a more holistic sense. By staying conscious of what stage our clients are at in their lives we have been able to ensure that we are delivering the most effective outcomes possible. The partnership with the Graduation program has been critical in ensuring that the older clients are getting the appropriate life skills whilst maintaining the strong relationships already existing in Charity (hence, much higher retention rate within ARV overall).

All of this has been achieved with a team that has seen some senior departures (but most importantly welcomed a number of wonderful new team members!). Of course, we need to mention that the work we do literally would not be possible if not for the wonderful volunteer base that we have. The result of everyone's efforts is an organised, effective program that is well positioned to keep delivering on its promise to our clients.

Anshul Thapar

Charity Program Coordinator

Graduation Program Report

2017-2018 saw the end of the second and the beginning of the third year for the Graduation program, as we continue on our learning journey to find the best format for the program.

The second half of 2017 saw us wrap up our second year with some celebrations of our two clients' journey with ARV. We combined with Charity for our last program to hold a small party to farewell these young adults as the move on to the next stage of their lives. It was a great chance to give the clients say goodbye to their friends and volunteers at ARV.

In both the pilot year and second year of the Graduation Program, the main challenge has been client engagement, with the program wrapping up with just two clients both years.

And so in 2018, after discussions about how to increase client engagement with the Graduation Program, we proposed to have the Graduation program embedded within the Charity Program rather than as a separate program. The intention was to use the rapport that the Charity Program had already built with those clients who were close to reaching the 18 year old milestone to engage them in the Graduation sessions.

In this new format, clients who were identified as Graduation candidates would attend regular Charity Program days. They would participate in one of the Charity Program activities planned for the morning or afternoon, but split off from the rest of the group to participate in the Graduation activity for the rest of the day. For our first session in February, we held a getting-to-know-you session with all of the clients in Charity, as we wanted to ensure that all the clients and volunteers were aware of the different format this year. This also served to increase awareness around the Graduation Program. We then carried out a planning session with the Graduation candidates to understand their needs, strengths, and availabilities for the year. The latter had two purposes; one was to assist with our planning,

and the second was to put the responsibility back on the clients themselves to plan for themselves.



Using the collated information from the clients, and by working closely with the Charity Program team, we have since run a series of workshops and information sessions, including physical health, money management, wellbeing and mental health, job seeking and interview skills. We have had the fortune of having some excellent speakers facilitate those workshops for us, including speakers from Transcultural Mental Health and Career Seekers Australia. Feedback from both the clients and the volunteers has been really positive in relation to the workshops run so far.

The new format has considerably increased client engagement within the Graduation Program, thanks greatly to the hard work of the Charity Program team. That is not to say that we have not faced the usual challenges of working with young people, but we would

not hesitate to say that this year's program has been the best so far. We look forward to working with the Charity Program for the remainder of the year to continue delivering the goals and outcomes of the Graduation Program.

Jenny Tang and Jessie Shu

Graduation Program Coordinators

Camps Program Report

Due to renovations at Rivendell, the 2017-18 year saw just two holiday camps run by ARV:

- July 10-14, 2017
- January 22-25, 2018

ARV's Camps aim to complement our other monthly programs run throughout the year, by providing the children with the opportunity to come together for an extended period for additional learning and developmental activities, as well as social and fun activities. The children are often unable to attend camps run by their schools due to financial constraints, so ARV's Camps try to provide these children with the opportunity to still participate in camps and spend the time with their peers and with the volunteers.

What follows is a run-down of the July camp.

10-14 July 2017 Camp

The July camp focused on girls and boys from our Kids and Youth programs.

Each day of camp was filled with a mix of high energy activities as well as opportunities for creative expression and bonding time between clients and volunteers.

The structure of camp allows for more one-on-one time between clients and volunteers as compared to ARV's weekend excursions, which helps to foster stronger bonds and trust between both parties. This camp included mindfulness, mural painting, dance and yoga workshops, free-form pottery and a trip to TenPin City for a couple of games of bowling!



Grants Team Report

Through the efforts of the ARV Grants Writers team, the ARV Committee and our ARV volunteers, and the generosity of various grantors we were able to remain fully funded for the 2017-2018 financial year.

ARV relies on funding from a variety of sources including private and corporate grants, community donations and fundraising activities. This year we submitted 6 grant applications and were successful on 4 occasions – allowing us to continue our programs for another year. We are currently actively seeking and submitting applications for funding the next financial year.

We had a team of 13 active Grants Writers and continue to welcome anyone who would like to be part of the team.

Thank you to our generous grantors for the 2017-2018 financial year:

Kids Program: Commbank Foundation Centenary Grant

Teens Program: Commbank Foundation Centenary Grant

Charity Program: Sidney Myer Fund

Camps: The Scanlon Foundation, The Harold Mitchell Foundation & The Marian & E.H Flack Trust

Youth Program: The Annie Danks & Danks Trust

Georgia Kirkham

Grants Manager

Recruitment and Training Report

Training

The ARV training sessions, along with the team itself, has seen some big changes over the past year. The departure of two trainers earlier this year saw the on boarding of two new trainers, one with significant corporate training expertise and one with significant program management expertise. Bringing in these new skills and energy have allowed the structure, content, delivery, and administrative aspects of ARV training to continue to evolve.

Through the continued use of feedback forms, the training team has been able to identify aspects of the day that work well and continue to capitalise on these strengths. One constant piece of positive feedback has been the relaxed, friendly and interactive environment of the session. Small changes such as the addition of energisers throughout the day and seating of trainers amongst the recruits have increased the willingness of participants to ask questions, share experiences and start to form relationships with the trainers and each other. Dynamic activities such as arranging a chronological timeline on the floor and taking turns to write ideas on the whiteboard have broken up the formality of the day. Evidence of success here can be seen during lunch breaks, where participants appear more relaxed and are able to socialise more naturally.

Equally, the feedback forms have been invaluable in helping the team to identify aspects that may need review. Following several session participants commenting that they would like less repetition in the content, the training team collaboratively revised talking points included in the Trainer Guide and the presentation itself to reduce the reiteration of concepts multiple times. Following this change, overall feedback on the session's content was more positive.

The last year has also seen greater collaboration between the training and recruitment teams. All trainers have been trained in the interviewing process, and are now able to step in and provide assistance when it is needed by Recruitment. The two teams have also become more open with sharing feedback they receive from new recruits during the on boarding phase. This feedback has been vital to helping start implementing changes to improve retention rates across the new recruits.

The training team continues to make changes based on the experience of our trainers and feedback from session participants and teams within the organisation. We hope to drive continual improvement in engagement during the session, retention of key information, and ultimately the growth of our volunteer base.

Recruitment

Recruitment oversees screening the new recruits and conducting HR duties. Once again, Recruitment has had a fantastic 2017-2018 financial year. The updated system from two years ago has once again seen more efficient and manageable administration days. Since there has been no disruption during the training sessions, none of the new recruits missed any crucial information. The recruitment team wasn't as steady as last year; however, it was still manageable and admin days were still run quite smoothly as there were volunteers from other teams who helped with the interviews.

Every month there was a stable number of new recruits who enjoyed the training session, and who often couldn't make up their mind about which program/s to join as they were all so interesting! When asked about where they had found out about ARV, the majority mentioned that it had been through current volunteer referrals or online websites (e.g. University CareerHub websites). We also had an increase in a variety of individuals, students and non-students, who signed up to become ARV volunteers.

Overall, the system implemented from last year has been very successful and effective. We hope to have a consistent intake of ARV volunteers in the following year, and we would love for volunteers to assist with the interviews during training and admin days. Currently, the ARV website is being improved and developed and soon, the new website will be implemented.

Trisia Wiecek and Elizabeth Dao

Recruitment and Training Managers'

Client Manager's Report

The Client Manager role oversees client referrals to ARV programs from a range of community services. Between July 2017 and June 2018, ARV received referrals for 10 children to be included in monthly programs and school holiday camps, including four clients in the Kids Program, three clients in the Youth Program, two clients in the Teens Program and one client in the Charity Program. Throughout the year ARV has also made effort to maintain communication within referral pathways, with an emphasis on engaging female clients with programs to address existing gender imbalance within some programs.

Ashling Isik

Client Manager

Treasurer's Report

The 2017-18 Financial year has seen the continued streamlining of systems through the use of XERO software for quarterly BAS reporting, grant reporting and annual reporting; coupled with liaising closely with program managers to use card payments for improved tracking of program operating expenses. There were no new programs started this year so although there was no need for training up a new team, there is always turn-over of team members which requires help in bring them up to speed.

Treasury has continued to improved processes with the ARV grants team to streamline grant acquittal reporting required by various ARV donors for each program and have liaised closely with all program managers for desired reporting outcomes to meet reporting deadlines. This involved sharing grant-reporting spreadsheets to monitor key dates for grant reporting for each program and setting a deadline for all relevant parties such as Treasury, Program Managers and the Grants team.

Results of the 2017-18 financial year show a healthy net assets figure of \$69,852 and positive net profit of \$2,110, which will allow ARV to continually add value to its primary clients being refugee children. Since last financial year ARV has continued to provide training and development programs for ARV volunteers through its relationship with STARTTS, who has been generous in provide training workshops at no cost. This has resulted in lower expenditure of operating expenses in this financial year, while still allowing ARV to create more value for its clients and volunteers. Although revenue sources from donations, fundraising income, and grants have compared to last financial year, all ARV programs were still able to use their budgeted funds pool to meet their monthly operating expenses without having to request additional funds from ARV's main account.

Asif Zaman

Treasurer

Balance Sheet

Australian Refugee Volunteers Inc As at 30 June 2018

30 Jun 2018

Assets

Bank	
Admin Account	2,399
Camp Debit Card	800
Camps Program	325
Charity Program	6,639
Family	3,904
Fundraising	8,591
Graduation	-
Kids Debit Card	340
Kids Program	3,429
Main Account	21,199
Memberships and Training	8,648
Teens Program	2,992
Youth - cash passport	82
Youth Program	7,165
Total Bank	66,514
Current Assets	
ATM Withdrawal	165
Cash Assets Manual Journal	12
Receivable from Volunteer	27
Total Current Assets	204
Fixed Assets	
Office Equipment	13
Total Fixed Assets	13
Total Assets	66,731

Liabilities

Current Liabilities	
Admin Load and Go	(130)
Business Choice Visa	(367)
Camps Coles Mastercard	(131)
Camps Load And Go Card	(683)
Charity Coles Mastercard	(184)
Charity Load and Go	159
GST	265
Kids Load and Go	(542)
Rounding	-
Teens Coles Mastercard	(500)
Teens Load and Go	(1,009)
Total Current Liabilities	(3,121)
Total Liabilities	
	(3,121)
Net Assets	69,852

Equity

Current Year Earnings	2,110
Retained Earnings	67,742
Total Equity	69,852

Profit & Loss

Australian Refugee Volunteers Inc 1 July 2017 to 30 June 2018

30 Jun 18

Income

Fundraising Income	3,765
Grant	21,200
Interest Income	59
Membership	3,550
Other Revenue	122
Return	28
Total Income	28,723

Gross Profit	28,723
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Plus Other Income

Other Deposit	942
Total Other Income	942

Less Operating Expenses

Admin Expenses	4,273
Bank Fees	210
Entertainment	340
Equipment - Expenses	1,906
Food - Expenses	6,128
General Expenses	42
Insurance	2,305
Printing & Stationery	71
Program - Expenses	11,357
Subscriptions	29
Telephone & Internet	591
Training and Development	81
Transport- Expenses	221
Total Operating Expenses	27,555

Net Profit	2,110
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Acknowledgements & Thank You

It is only with the generous support of volunteers, funders, donors, and other supporters in the community that ARV is able to continue running its programs to improve the lives of children from refugee and asylum seeker backgrounds. ARV is truly appreciative of all those who have provided support in the past and those who continue to do so. The impact this has on the lives of the children we work with cannot be overstated.

Volunteers

Every single member of ARV is a volunteer – from the Presidents and Committee, to those managing the various facets of each program and operational teams, to all the 200+ volunteers who attend the programs with the children. ARV acknowledges the dedication and passion at all levels of the organisation, which is truly inspiring.

The time and commitment, and the incredible amount of work that they all donate to keeping ARV running and being able to continue providing its services is incredibly valuable, and without it, ARV would not exist. The longevity of contact and the demonstrated commitment of the volunteers over the years of ARV's operation have led to the organisation holding a valued place in the lives of the young people that ARV works with, and their families.

Grants and funding

ARV sincerely thanks all those who contributed financially to the running of the programs and the organisation in 2017-18. During the financial year, ARV not only received grants from a number of generous organisations but was also supported by donations from members and the public.

ARV acknowledges and thanks everyone else who has generously donated to ARV, whether through contributing to our holiday present drive, which has helped brighten our clients' holidays, as well as those who have otherwise donated and fundraised on behalf of ARV, contributing to the operational costs of ARV.

Community support

ARV thanks the wonderful Carramar team of NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS), who provide us with generous in-kind support in the form of meeting room hire for our monthly training sessions as well as management and program organisation meetings.



ARV was also supported by a number of organisations that facilitated a variety of workshops with each of the programs, including Amnesty International, Department of

Industries; subsection Fisheries, Greening Australia, Career Seekers Australia and Transcultural Mental Health. Thanks go to these and many other groups and individuals whose support ARV greatly appreciates.

How you can help

Refer children in need

If you know or work with any children from asylum seeker and refugee backgrounds who live in the Sydney area, are in need of assistance and could benefit from our services, you can refer them to ARV.

Please see our website for more information and to access a referral form:

<http://www.arvolunteers.org/referrals>

Become a volunteer

Australian Refugee Volunteers welcomes energetic, committed volunteers who have a genuine passion for helping others. We are always looking for volunteers to actively work with children, families and adults as well as those who like to work behind the scenes - in recruitment, administration, fundraising, volunteer management and programming.

Visit our website for more information and to sign up as a volunteer:

www.arvolunteers.org/volunteer

Donate

If you don't have the time to volunteer but would still like to support the work of ARV, you can make a donation. We accept monetary donations but are also always in need of discounts or donations on goods and services for our families. You can also keep an eye out at for our Christmas present drive towards the end of each year.

Please see our website or contact us for more information on how to donate:

www.arvolunteers.org/donate